

SDR FAMILY TOTAL CARE MEMBERSHIP TERMS AND CONDITIONS – MAINTENANCE ONLY

1. SERVICES PROVIDED – MAINTENANCE ONLY

The SDR Family Total Care Membership is a preventative maintenance and inspection program only. This membership includes two (2) scheduled inspection visits per membership year (Spring HVAC, Plumbing & Electrical inspection; Fall HVAC heating inspection), one (1) standard diagnostic visit per membership year during regular business hours, a five percent (5%) discount on repair labour and materials, next-available priority scheduling, and members-only access to after-hours service at premium rates. No repair labour, parts, replacements, or emergency services are included in the membership fee.

2. MEMBERSHIP ACTIVATION

Membership coverage takes effect fifteen (15) days after the subscription date. No services, diagnostics, or benefits may be claimed prior to the activation date.

3. SINGLE SYSTEM LIMITATION

Coverage under this membership is limited to one (1) primary HVAC system, one (1) primary plumbing system, and one (1) primary electrical system serving the enrolled residential dwelling. Additional systems, secondary units, out-buildings, in-law suites, rental units, or detached structures are not included unless specifically added in writing and subject to additional fees.

4. NO PARTS COVERAGE

This membership does not cover replacement parts, equipment replacement, system upgrades, refrigerant, permits, electrical panel upgrades, plumbing fixture replacement, heat exchangers, compressors, motors, pumps, water heaters, boilers, furnaces, air conditioners, water treatment systems, generators, structural modifications, or cosmetic restoration. All repairs are separately quoted and billable at standard rates less applicable membership discount. This membership is not insurance or an equipment warranty.

5. EQUIPMENT COVERED FOR INSPECTION

Inspection services apply only to residential HVAC systems, interior plumbing systems, and visible electrical components within a single primary residential dwelling located within SDR's service area. Multi-unit dwellings, commercial properties, rental complexes, and mobile homes are excluded unless approved in writing.

6. SCHEDULING RESPONSIBILITY

The Member is responsible for scheduling included maintenance visits. Missed or unused visits do not carry forward and have no cash value.

7. AFTER-HOURS SERVICE

After-hours service is available exclusively to active Members. After-hours labour rates apply and availability is subject to technician scheduling and conditions beyond our control.

8. TERM AND RENEWAL

Membership term is twelve (12) consecutive months from activation and renews automatically for successive one-year terms unless cancelled in writing prior to renewal. Early cancellation prior to completion of the initial term is subject to a \$199 + HST termination fee.

9. BILLING AND PAYMENT

Membership fee is \$49.95 + HST per month and is billed by credit card or pre-authorized debit (PAD/EFT). Declined payments may result in suspension of benefits. Returned payments are subject to a \$25 administrative fee. Interest of 1.5% per month (19.6% annually) may apply to overdue balances.

10. LIMITATION OF LIABILITY

SDR Electric, Plumbing & Heating Inc. is not the manufacturer of inspected equipment and does not guarantee equipment lifespan or failure prevention. SDR shall not be liable for indirect, incidental, special, or consequential damages. Total liability shall not exceed the total annual membership fees paid.

11. REGULATORY COMPLIANCE

All services are performed in accordance with the Ontario Electrical Safety Code (OESC), ESA requirements, TSSA regulations, Ontario Building Code, and applicable municipal regulations. Permit costs, where required, are billable separately.

12. CONSUMER PROTECTION ACT (ONTARIO)

If this agreement constitutes a direct agreement under the Consumer Protection Act, 2002 (Ontario), the Member may cancel within ten (10) days of receiving a written copy. Written cancellation notice must be delivered to SDR Electric, Plumbing & Heating Inc., 8221 County Rd 21, North Augusta, ON K0G 1R0.

13. GOVERNING LAW

This Agreement shall be governed by the laws of the Province of Ontario and the applicable federal laws of Canada. Any disputes shall be subject to the exclusive jurisdiction of the courts of Ontario.

14. GENERAL TERMS

Membership is non-transferable and applies to one property only. Membership has no cash surrender value. SDR may amend pricing or terms with thirty (30) days written notice. SDR may refuse service where unsafe or unsanitary conditions exist. Cosmetic repairs and restoration are excluded.